Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Environmental Quality	111 50	2 0	113 50
Customer Company Total	111 50	2 0	113 50

Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Environmental Quality	111 9	2 0	113 9
Customer Company Total	111 9	2 0	113 9

Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**		
	Low	Medium	ATTIR Total
Environmental Quality	111 1.49	2 0.21	113 1.47
Customer Company Total	111 1.49	2 0.21	113 1.47

Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Environmental Quality	111 3	2 0	113 3
Customer Company Total	111 3	2 0	113 3

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents		
Customer Company	**Low**	**Medium**	**ATTR Total**
Environmental Quality	111 4.11	2 0.39	113 4.04
Customer Company Total	111 4.11	2 0.39	113 4.04

Environmental Quality

Detail

INC000000402301	Karma Kehler	None	None	None		TIR Missed: Yes	TIR:	138.08
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	138.10
INC000000403345	Ying-Ying Macauley	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.15
Voice Operations		Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.66
INC000000404265	Lori Knudsen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.67
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	3.23
INC000000404368	Harold Sandbeck	EIS Hardware	Plotter	None		TIR Missed: Yes	TIR:	2.24
Strategic Communications		Luis Larios	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR:	38.24
INC000000406386	Melissa Yazhe	Network	None	None		TIR Missed: Yes	TIR:	1.06
Security		Sharon Smith	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	2.50
INC000000406484	Mary Fugate	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.70
Application Services		Tony Larsen	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR:	179.24
INC000000406726	Boyd Imai	Network	Error	None		TIR Missed: No	TIR:	0.59
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.35
INC000000407165	Richard Saathoff	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	4.93
INC000000407638	Mike Herkimer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000407803	Stacy Carroll	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.85
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	2.85
INC000000407829	Frank Stehno	None	None	None		TIR Missed: No	TIR:	0.13
Help Desk		Sarah Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.82
INC000000407879	Jim Lansbarkis	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000408199	Kiera Ellsworth	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.55
INC000000408528	Valerie Warr	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk		Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000408591	Bronson W Hawley	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.21
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000408620	Bruce Hagans	None	None	Mozilla Firefox		TIR Missed: No	TIR:	0.00
Metro C Help Desk		Reed Stohel	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00

| Environmental Quality | | | | | | | | |

INC000000408828	Doug Tanner	Application	None	Utah Master Directory	TIR Missed:	No	TIR:	0.12
Security		Sharon Smith	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.68
INC000000408969	Kathryn Dozier	Telecom	Voice Mail	Telephone	TIR Missed:	No	TIR:	0.35
Voice Operations		Romanza Hamblin	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.42
INC000000409320	Diane Hernandez	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.45
INC000000409413	Harold Burge	Application	Error	None	TIR Missed:	No	TIR:	0.00
Help Desk		Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000409570	Heather Mickelson	Network	Error	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000409674	Steve Packham	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed:	No	TIR:	0.13
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.14
INC000000409708	Steven Onysko	None	None	Novell GroupWise	TIR Missed:	No	TIR:	0.17
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.90
INC000000409922	Jule Fausto	Network	Incident	Cisco AnyConnect VPN Client	TIR Missed:	No	TIR:	0.78
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	1.10
INC000000410547	Michelle Weis	Application	None	ArcGIS Server Applications	TIR Missed:	No	TIR:	0.31
Metro B Desktop Support		Wayne Higgs	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.42
INC000000410596	Gwyn Galloway	Application	None	Microsoft Word	TIR Missed:	No	TIR:	0.45
Metro B Help Desk		Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.69
INC000000410672	Deborah Ng	None	None	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Gary Graham	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.92
INC000000410807	Robert Neal Olson	None	None	None	TIR Missed:	No	TIR:	0.87
Metro B Desktop Support		Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.98
INC000000410809	Monique Rodriguez	None	None	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000410856	Mark Stanger	PC/Laptop	Performance	None	TIR Missed:	Yes	TIR:	1.05
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	3.24
INC000000410976	Craig Silotti	Mobile Devices	Error	BlackBerry Configuration	TIR Missed:	No	TIR:	0.25
Metro B Desktop Support		Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.89
INC000000410977	Lisa Mechem	Application	Error	Utah Master Directory	TIR Missed:	No	TIR:	0.00
Help Desk		Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000411004	Lisa Mechem	Telecom	Feature	None	TIR Missed:	No	TIR:	0.14
Voice Operations		Romanza Hamblin	Environmental Quality	Low	Closed	TTR Missed:	No	TTR:	0.37

Environmental Quality

| INC000000411057 | Lisa Mechem | None | None | Utah Master Directory | TIR Missed: | No | TIR: | 0.00 |
| Metro B Help Desk | Gary Graham | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.19 |

| INC000000411116 | Anthony De Arcos | PC/Laptop | Hardware | None | TIR Missed: | No | TIR: | 0.00 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.46 |

| INC000000411118 | Ann Rosser | PC/Laptop | Hardware | None | TIR Missed: | No | TIR: | 0.00 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.46 |

| INC000000411120 | Barbara Perkins | Application | Error | Internet Explorer | TIR Missed: | No | TIR: | 0.00 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.46 |

| INC000000411830 | Philip Griffin | Application | Reporting | None | TIR Missed: | No | TIR: | 0.53 |
| Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.72 |

| INC000000411902 | Jodie Swanson | Telecom | Voice Mail | Telephone | TIR Missed: | No | TIR: | 0.12 |
| Voice Operations | Romanza Hamblin | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.29 |

| INC000000412408 | Michael Moss | Application | Error | Adobe Reader | TIR Missed: | No | TIR: | 0.00 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000412464 | Mary Fugate | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000412501 | Jeanell Collings | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| Metro B Help Desk | Gary Graham | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000412823 | Courtney Youse | Print/Copy/Scan/Fax | Paper Jam | None | TIR Missed: | No | TIR: | 0.20 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 1.50 |

| INC000000412938 | Kathryn Dozier | Print/Copy/Scan/Fax | Incident | None | TIR Missed: | No | TIR: | 0.30 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.91 |

| INC000000412991 | Linda Matulich | Application | None | None | TIR Missed: | No | TIR: | 0.21 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.42 |

| INC000000413207 | Mark Bertelson | Application | Error | Internet Explorer | TIR Missed: | No | TIR: | 0.00 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000413605 | Keith E Eagan | Network | Error | None | TIR Missed: | No | TIR: | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.01 |

| INC000000413657 | Delene Stevenson | Application | Error | None | TIR Missed: | No | TIR: | 0.00 |
| Help Desk | Vicky Marrelli | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000414182 | Therron Blatter | Network | Error | None | TIR Missed: | No | TIR: | 0.00 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 0.19 |

| INC000000414266 | Eric Baiden | Application | None | None | TIR Missed: | Yes | TIR: | 1.08 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: | No | TTR: | 1.09 |

Environmental Quality

Incident	Customer	Category	Type	Item	Priority	Status		
INC000000414268	Robert Neal Olson	Telecom	Hardware	Telephone			TIR Missed: No	TIR: 0.57
	Voice/Data/WAN Services	Mark Thomas	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 0.83
INC000000414340	Colt Smith	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000414646	Rebecca Troutman	PC/Laptop	None	None			TIR Missed: No	TIR: 0.33
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 0.90
INC000000414670	Stacy Carroll	Application	Error	None			TIR Missed: Yes	TIR: 1.05
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 1.24
INC000000414954	John Jenks	Network	Password	None			TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000415186	Gary Kobzeff	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000415272	Terry Montgomery	Print/Copy/Scan/Fax	Error Code	None			TIR Missed: Yes	TIR: 1.30
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 2.07
INC000000415419	Neil Taylor	PC/Laptop	Virus	None			TIR Missed: No	TIR: 0.26
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 2.14
INC000000415476	Tom Orth	PC/Laptop	None	None			TIR Missed: No	TIR: 0.46
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 1.83
INC000000415478	Michael Yang	None	None	None			TIR Missed: No	TIR: 0.49
	Metro B Desktop Support	Matthew Blunk	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 2.47
INC000000415573	James Harris	Network	Incident	None			TIR Missed: No	TIR: 0.61
	Security	Sharon Smith	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 2.45
INC000000415637	Trisha Johnson	Application	Reporting	Novell GroupWise			TIR Missed: No	TIR: 0.06
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 0.09
INC000000415757	Bill Damery	Application	Error	Microsoft Word			TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 1.16
INC000000415764	Dave Prey	Application	Error	None			TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000415859	Gwyn Galloway	PC/Laptop	Hardware	None			TIR Missed: No	TIR: 0.46
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed		TTR Missed: No	TTR: 1.80
INC000000415898	Kathryn Dozier	PC/Laptop	Hardware	None			TIR Missed: No	TIR: 0.09
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Medium	Closed		TTR Missed: No	TTR: 0.16
INC000000415967	Kathy Lundy	Wireless Connectivity	Error	None			TIR Missed: No	TIR: 0.33
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Medium	Closed		TTR Missed: No	TTR: 0.63

Environmental Quality

INC000000416039	Christine Osborne	Telecom	None	None		TIR Missed: No	TIR:	0.19
	Voice Operations	Romanza Hamblin	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.52
INC000000416388	Lenora Sullivan	Application	None	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Security	Sharon Smith	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.69
INC000000416651	Jason Krebs	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.17
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	3.10
INC000000416792	Laurie Leib	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.80
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.57
INC000000417269	Gwyn Galloway	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000417428	Richard Sanborn	Application	Error	None		TIR Missed: No	TIR:	0.16
	Metro B Desktop Support	Matthew Blunk	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	3.94
INC000000417442	David Hansen	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000417449	John Whitehead	Mobile Devices	Error	iPhone		TIR Missed: No	TIR:	0.05
	Application Services	Dustin Crump	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	5.51
INC000000417463	Stacee Adams	None	None	None		TIR Missed: No	TIR:	0.36
	Metro B Desktop Support	Cindy Reed	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.74
INC000000417760	Gwyn Galloway	PC/Laptop	None	None		TIR Missed: No	TIR:	0.36
	Metro B Desktop Support	Cindy Reed	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.71
INC000000418144	Scott Hacking	Remote Connectivity	Password	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000418255	Hao Zhu	Mobile Devices	None	iPhone		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000418414	Gwyn Galloway	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	1.06
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	4.35
INC000000418589	Bill Craig	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000419077	Kimberly A Wilcox	Application	Error	None		TIR Missed: No	TIR:	0.26
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.92
INC000000419097	Lisa Mechem	Application	Error	None		TIR Missed: No	TIR:	0.19
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	2.20
INC000000419324	Christopher Pennell	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.07
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.10

Environmental Quality

INC000000419334	Christopher Pennell	Telecom	Voice Mail	None			TIR Missed: No	TIR:	0.12
Voice Operations		Kelly Johnson	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	1.03
INC000000419400	Philip Harrison	Network	Password	None			TIR Missed: No	TIR:	0.00
Help Desk		Julie VanBeekum	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000419432	Kate Tipple	PC/Laptop	None	None			TIR Missed: No	TIR:	0.15
Metro B Desktop Support		Michael Barth	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	3.47
INC000000419569	Dave Wham	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000419585	Barbara Perkins	None	None	None			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000419675	Svetlana Kopytkovskiy	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro D Help Desk		Doug Brown	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000419677	Gwyn Galloway	None	None	None			TIR Missed: No	TIR:	0.76
Metro B Desktop Support		Anthony Booyse	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.76
INC000000419681	Harry D Campbell	None	None	None			TIR Missed: No	TIR:	0.72
Metro B Desktop Support		Michael Barth	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.72
INC000000419766	Gwyn Galloway	None	None	None			TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Anthony Booyse	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000419814	Kim Viehweg	Network	Error	None			TIR Missed: No	TIR:	0.22
Metro B Desktop Support		Peter Musser	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	2.20
INC000000420088	Jason Krebs	None	None	ZENworks for Desktops			TIR Missed: No	TIR:	0.45
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	1.56
INC000000420099	Sandy Pett	Application	None	FrontEnd			TIR Missed: No	TIR:	0.31
Metro B Desktop Support		Wayne Higgs	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	1.59
INC000000420221	Doug Tanner	PC/Laptop	None	None			TIR Missed: No	TIR:	0.13
Metro B Desktop Support		Michael Barth	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.76
INC000000420496	Ben Holcomb	Network	Error	None			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.03
INC000000420967	Ben Holcomb	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Gary Graham	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000421074	Michael Moss	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000421115	Michael Moss	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.11
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.11

Environmental Quality

INC000000421184	Michael Moss	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000421507	Tyler Cruickshank	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000421551	Dale Jorgensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.05
	Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	1.57
INC000000421734	Eva Nieminski	Application	Error	Proofpoint Email Security		TIR Missed:	No	TIR:	0.00
	Application Services	Martin Gonzalez	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000421757	Daniel English	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000422108	Kathryn Dozier	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.11
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	2.65
INC000000422508	Bartly Mathews	None	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000422637	Phillip Goble	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	1.39
INC000000422697	Emilie Flemer	Network	Password	ZENworks for Desktops		TIR Missed:	Yes	TIR:	1.26
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	1.31
INC000000422775	Daniel English	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.29
	Voice Operations	Romanza Hamblin	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.56
INC000000423161	Chad Harris	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.07
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.88
INC000000423217	Emily Bartusek	None	None	Microsoft Office Word Viewer		TIR Missed:	No	TIR:	0.16
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	1.60